



TRANSFER/PROMOTIONAL OPPORTUNITY for License Division Assistant Manager

PURPOSE: Assists the License Division Manager in the administration and management of the License Division. The License Division is responsible for processing and issuing over 100 types of licenses on behalf of the Common Council, City Clerk and Commissioner of Health. Oversees daily office functions and office system operations including the license computer system, works out complex license issues, handles personnel issues, and resolves other problems and customer complaints. The Assistant Manager assumes the primary responsibilities for all aspects of the License Division in the absence of the manager.

ESSENTIAL FUNCTIONS:

- Assist in the management of the operations and activities of the License Division, including supervision of License Division personnel.
- Evaluate, improve and document internal operating procedures to ensure compliance.
- Regularly conduct quality control reviews of new and existing staff.
- Develop and present training to License Division and other city personnel.
- Identify and analyze areas of waste and barriers to accomplishing duties and responsibilities.
- Recognize and deal professionally with ethical and legal issues.
- Find areas of risk and propose responses and controls to minimize exposure to legal challenges.
- Plan, design, enhance and maintain computer applications and division webpage.
- Act on behalf of the License Division Manager in his or her absence.
- Staff standing committees of the Common Council and participate in other meetings as needed.
- Perform other duties as assigned.

MINIMUM REQUIREMENTS:

1. Current status as a regularly appointed employee of the City of Milwaukee.
2. At least five years of experience performing duties and responsibilities related to those described above, including at least two years of supervisory experience.
3. Bachelor's Degree in Public Administration, Management, Business or related field from an accredited college or university.
Note: Equivalent combinations of education and experience may also be considered.
4. Eligible to become a Wisconsin Notary Public within three months of hire. To be eligible you cannot have been convicted of any felony or any misdemeanor involving violating the public trust. You will need to successfully complete a background investigation.

NOTE: *An underfill may be considered for candidates who do not fully meet the above stated requirements.*

DESIRABLE QUALIFICATIONS:

- Master's Degree in Public Administration, Management, Business or related field from an accredited college or university.
- Experience working in a political environment with highly sensitive matters.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Knowledge of local, state, and federal laws and regulations relative to the division's responsibilities.
- Knowledge of the principles and practices of public administration and management.
- Ability to interpret ordinances and statutes relating to licensing matters.

License Division Assistant Manager

- Capability to use tact, diplomacy, and excellent judgment when interacting with the public, elected officials, and employees of the City through effective interpersonal, oral and written communication skills.
- Ability to train, educate and motivate employees and foster an environment to question and improve current practices.
- Ability to delegate work effectively, monitor employee output and tactfully address performance issues.
- Ability to recognize, assign appropriate weight to and resolve problems.
- Ability to take direction, work cooperatively in a team environment to plan and evaluate division goals and meet objectives and responsibilities.
- Ability to set goals, work well under pressure, meet deadlines regularly, manage multiple assignments and shift priorities, responding with a sense of urgency when issues emerge requiring immediate attention.
- Ability to master and manage licensing database, word processing, email, internet and other computer related functions.
- Advanced-level experience with Microsoft Windows and Microsoft Office applications.
- Skill in developing and maintaining web pages.
- Skill in presenting clear and concise oral and written communication to a wide variety of audiences.
- Demonstrated experience in process development, execution and activities associated with the continuous improvement of a process.
- Proactive, energetic, creative and committed to ongoing professional development and continuous learning.
- High ethical standards

THE CURRENT SALARY RANGE (SG 09) is: \$ 60,809 to \$ 85,129 annually.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of training, experience and accomplishments; written test, oral interview or other assessment methods. The Department of Employee Relations and the Office of the City Clerk's License Division reserve the right to call only the most qualified candidates to the selection process. Information from the selection process will be used to make hiring decisions. The selected candidate will be transferred and/or promoted to the position.

APPLICATIONS PROCEDURES: The specific application for this position is available from the Department of Employee Relations website: www.milwaukee.gov/jobs, in person or via mail from the City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E. Wells Street, Milwaukee, WI 53202-3554, or by calling (414) 286-3751.

*Return or send your completed application, along with a cover letter and resume to Rebecca Grill, License Division Manager by **December 9, 2011**. Documents must be submitted via email to rgrill@milwaukee.gov.*